

Equipment  
Training

Kidz to Adultz Exhibitions

PromoCon

Redbank House



# Disabled Living

Practical solutions supporting disabled adults, children & older people

## Annual Report 2015 — 2016

# Our Mission and Vision

## Our Mission is...

To be the leading voluntary organisation in the North West providing advice and information about assistive technology (equipment and products) to help disabled and older people make more informed choices which enables easier, safer and more independent living.

## Our Vision is...

To work for a society where disabled people and their families and carers can achieve optimum independence and self determination.

## President's Message

Disabled Living is one of Manchester's longest serving charities and we are about to celebrate our 120th anniversary. Despite my aging profile, I have merely been around for a decade, but what a wonderful ten years they have been!

Over the last decade, the charity has grown and developed - set goals and targets and managed to achieve and surpass them and, most importantly enabled many thousands of people to improve and enhance their lives.



The dedicated Disabled Living Team, to which it is an honour to belong, works incredibly hard, but in between the hard work there has been lots of fun, celebrations and highlights. I wonder whether my favourites are the same as yours:

- *The opening of the new Centre in Salford, when Sir Alex Ferguson 'told me off' for not doing my homework properly when I didn't know how many honorary degrees he had been awarded.*
- *The re-opening of Redbank House, after overcoming the effects of the fire.*
- *Visiting Kidz up North at Event City and seeing firsthand how successful these events really are.*
- *The privilege of meeting an array of amazing and impressive speakers at AGMs, including:-*
  - *Successful entrepreneur and philanthropist Michael Oglesby of Bruntwood*
  - *Mike Newman who was born blind due to glaucoma and smashed the land speed record during a solo drag race, driving at a phenomenal 200.9mph.*
  - *The incomparable Dame Tanni Grey Thompson, who needs no introduction*
  - *Middle distance runner, Michael McKillop who allowed us the memorable experience of actually holding in our hands the Paralympic gold medal that he won at London 2012. It was SO heavy!*

This leads me nicely to the mind blowing achievements of Rio 2016, when GB Paralympians surpassed London 2012 on Day 9 of the Games and reached an amazing tally of 147 medals including 64 golds by the final day—Such an inspiration to us all!

**Gerry Yeung OBE, DL. — President**

# Chairman's Message



Disabled Living is soon to celebrate a very special birthday – 120 years! Ten years ago, it was looking very doubtful if one of Manchester's oldest charities had a future but we can now look forward with anticipation, confident we can deal with the inevitable challenges we will face.

Over the 120 years, it is impossible to imagine how many people have been assisted by the hard working, diligent and caring employees of Disabled Living. Following the London Paralympics in 2012, we all celebrated the achievements of our athletes. In Rio, they also performed fantastically well and I am sure we were all incredibly proud of not just every medal winner, but each and every participant. I know Disabled Living helped some of them reach Rio, and I am equally confident some of our athletes striving for Tokyo in four years' time will have been advised or assisted by our fantastic organisation.

How many people have had their lives transformed or just even made a little bit easier following contact with Disabled Living? Far too many to even try and guess. But as we start to plan our 120 year celebrations, I would ask you all to remember your contact or involvement with Disabled Living and share them with us. There must be some tremendous stories to be told, and with your help we would like to tell them over the next twelve months. Please contact Debra Evans, our Chief Executive if you would like to be included in our celebration stories!

2015/16 has been another successful year for us. We once again produced a surplus, for the seventh time in the last eight years. The mortgage has been repaid, we no longer need an overdraft facility and we have also been able to settle future pension liabilities.

Finances are only part of the success though. Kidz events continue to receive fantastic feedback and Kidz to Adultz Wales is the latest addition to the "family". We will review each event and make any necessary adjustments to ensure they remain a strong part of our organisation.

Debra Evans and her team have once again exceeded all expectations and they really are a fantastic, dedicated team, ably supported by our volunteers and supporters. To each and every one of you, I must say a very big thank you.

We have continued to provide exemplary advice, information and training to our clients, all of which receives fantastic praise. This will always be at the heart of our core values.

Finally I must again thank all the Trustees who have given their time and expertise to Disabled Living. My plea last year for new recruits was partially successful but we do need more assistance in some areas. You do not need to be a gold medallist or looking to get on the plane to Tokyo. You just need passion, commitment and enthusiasm to consider helping Disabled Living meet the challenges it will face in the future.

**Dean Styger FCMA — Chairman**

# Chief Executive's Report

I have been working for Disabled Living for 20 years and cannot believe how quickly the time has past. Although, Disabled Living as an organisation has totally transformed during that time, the prediction for demand on health and social care services is very much as predicted – a significant increase in people requiring support and not enough statutory sector funding to deliver services.

There is a real concern, people who do require support are unable to access assessment services in a timely fashion as local authority or NHS waiting lists continue to increase. The knock-on effect is the delay in receiving equipment which can leave vulnerable clients exposed to additional risks. I cannot stress enough the valuable contribution an appropriate item of equipment, provided in a timely manner can have on a person's quality of life, or indeed that of their family. Due to Disabled Living's excellent reputation in this field, the team are privileged to be involved in the development of new equipment with both commercial and academic partners. These partnerships provide an insight into really cutting edge technologies which will develop the products of the future and transform lives.

As a truly independent third sector organisation active throughout the UK, we very much have a national overview of service and equipment provision. The management team are constantly in discussions with stakeholders to develop new relationships and to review how services are procured and delivered, in order to reduce challenges and ensure minimal risk to the charity. We are a forward thinking organisation who is quick to respond to the continually changing health and social care landscape. Our service developments are not hindered by the 'red tape' of so many statutory and larger third sector organisations, therefore the team can respond quickly to a change in direction to ensure we remain current and financially sustainable.

Disabled Living has had an excellent year, which I must attribute to our dedicated staff, volunteers and long standing supporters. Next year, the charity we will be celebrating 120 years of providing services to disabled children, adults and older people. This phenomenal achievement will provide an opportunity to consider just what impact the charity has had in the development of services over the years.

**Debra Evans — Chief Executive**



# Equipz

Equipz is the new name for the service providing information and advice about equipment. Our team comprises, occupational therapists, moving and handling specialists, physiotherapists, nurses and knowledgeable information coordinators. The staff respond to enquiries from people throughout the UK, primarily via our helpline, with many of those from the North West, and sometimes a little further opting to visit the Disabled Living Centre for a **free** equipment assessment. Our services are accessed by the general public, professionals and commercial colleagues. The team have provided practical solutions, advice and assessments to over **3,500** people throughout the year.

This year the Equipz team have been involved in numerous projects with a variety of partners, two of which really focus on the use of equipment being used to support independence, whilst ensuring people are safe. We are working with Greater Manchester Police, who were concerned by the number of people using mobility scooters who had been involved in serious road traffic accidents. The ability to purchase scooters at reduced prices via websites, pose a real risk, as they may be sold to people who are not competent to use them. The partnership is to promote free competency training sessions for people who have recently purchased or who are intending purchasing mobility scooters.



Our occupational therapists are working with the Alzheimer Society who established a series of events throughout Greater Manchester for people with dementia and their relatives. The primary aim of the sessions was to introduce peo-

ple to the support that was available and provide an opportunity to meet others and share experiences and concerns. The road shows, identified there was a lack of knowledge of assistive technology and telecare to support the person with dementia, to be in a safe environment and offer piece of mind to their relatives. Our team, delivered very practical seminars with a range of equipment for people to try. This initial partnership was the catalyst for developing an area at the Disabled Living Centre to specifically focus on equipment to support people with dementia.



As a 'Centre for Excellence for Assistive Technology' in the North West, we have a reputation as a forward thinking organisation who has access to a vast databases of both clients and professionals who are willing to be involved in research and product development. As a result, the teams are involved in a diverse range of projects with academic and commercial partners. This year we have worked with several colleges throughout the North West to advise and support them to develop equipment showrooms within the colleges. This facility will offer students, primarily on health and social care courses the opportunity to gain hands on experience of working with assistive technology and further develop their knowledge and skills to enhance their employment prospects.

# PromoCon

The PromoCon team provide advice and support for adults and children with bladder and bowel dysfunction. The helpline and email service is available primarily to people throughout the UK, although we do get calls from further afield. In addition, the team of specialist nurses and knowledgeable information co-ordinators provide valuable services to professionals and the commercial sector. We have received over **900** calls via the helpline, with many more people being supported when the PromoCon team attend exhibitions, conferences and open days.



Ensuring clients and carers have access to quality resources is a top priority. The team continue to develop the range of patient booklets and website content. In addition, there are projects which have the ability to change services nationally. Our paediatric specialists are working with NHS England to develop a guidance document for the provision of paediatric continence products.

PromoCon offer a wide range of training and CPD opportunities to support our professional colleagues. The PromoCon Symposium, together with the Bowel and Paediatric Special Interest Group events are always oversubscribed and this year was no exception. There

has been an increase in requests for continence related training courses throughout the UK, with the team providing training to **941** delegates.



Discussions about having a Supra pubic catheter



The services we provide to the commercial sector continue to expand. For several years, we have provided clinical helpline services to a number of organisations. This year we entered into a new partnership with ChoiceShops who are an online retailer of continence products, to provide clinical advice for their customers. The team are working with several pharmaceutical companies to deliver national projects. The partnership with Ferring Pharmaceuticals, will support paediatric continence services to deliver best practice in line with NICE Guidance and Quality Standards. A partnership with Shire Pharmaceuticals provides an opportunity to deliver pelvic floor and bowel dysfunction training throughout the UK to specialist bowel and bladder services in primary and secondary care.

ChoiceShops

Shire

FERRING  
PHARMACEUTICALS

# Training

This year we have noticed a decline in the number of people booking on non-mandatory training courses, which I believe is a national trend. Despite the decline, Disabled Living has provided training to over **2,585** people throughout the UK and our reputation for providing high quality training continues to be acknowledged, especially for our specialised courses relating to moving and handling and Trusted Assessor. Despite statutory sector services exploring alternative training options, Disabled Living has continued to retain many of our long standing contracts, with relationships spanning over a decade.



To ensure Disabled Living remain a leader in the assistive technology training field, all our courses are now CPD or Open Awards accredited. The team are constantly exploring options for the development and delivery of new courses, primarily, but not exclusively to the health and social care sector. Many statutory sector services have received central government funding to support older and disabled people and those with long term health conditions to remain safe and well in their own homes. These innovative projects offer Disabled Living's training team an opportunity to partner with a diverse client group to ensure their staff are confident

and competent to deliver new services.

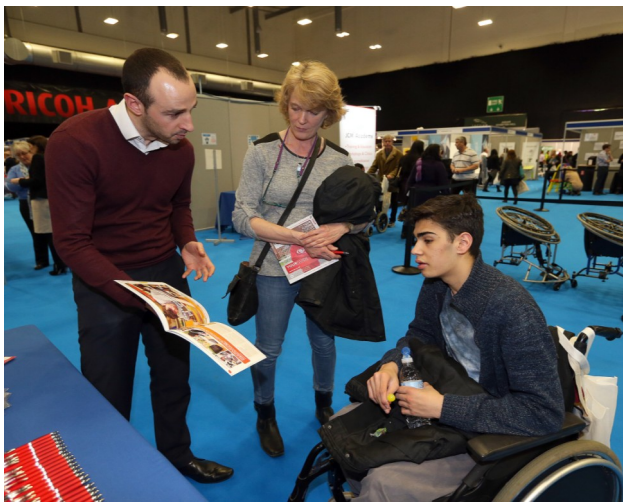


Our team have been working with Greater Manchester Fire Service to provide Trusted Assessor training to selected staff, enabling them to identify people who may benefit from equipment provision. This proactive approach, could potentially reduce the risk of falls and offer people with long term health conditions practical solutions to support their independence.

At Disabled Living, we are very aware, through our years of experience, that informal carers do not consider the importance of back care when handling, moving or transferring their relatives. This year our team arranged several free training sessions for informal carers, which were very well received. It is our intention in the coming year to increase the number of sessions to help support the health and wellbeing of these very important people.

# Kidz to Adultz Exhibitions

The Kidz exhibitions continue to expand, and this year is no exception – we are delighted to have welcomed **10,758** visitors and **543** exhibitors. As the first exhibition was established in 2000, the team have built up close relationships with many families, whose children were only toddlers when they first attended. Many of these young people are now embarking on the next stage in life's journey as adults and the challenges that it will bring.



From November 2015, the Kidz exhibitions were re-branded to Kidz to Adultz Exhibitions. This development is to 'mirror' the government changes in children's services. The Children and Families Act 2014, which was implemented in April, expands the remit of children's services to support young adults up to the age of 25 years.

The transitional years for children with disabilities can be very unsettling as they move to adult services and have to make far reaching decisions about their future. The expansion of the Kidz to Adultz exhibitions, offers our team the opportunity to continue working with the children, young adults, their families and the professionals who support them, to deliver a comprehensive event showcasing the services available from higher education, housing,

employment and leisure, to name but a few.



At each exhibition we have a comprehensive seminar timetable delivered by people who are experts within their field. All the seminars are CPD accredited which offer our professional visitors the opportunity to develop and update their CPD portfolio. Parents, children and young adults are very welcome to attend the seminars and are consulted as to what they consider are their priority topics. Watch this space as our young adults have some interesting requests! This year **3,358** people attended the seminars.

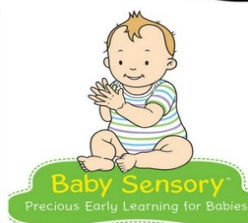
Although Kidz to Adultz Wales didn't take place until July 2016, and technically shouldn't be part of this annual report, it does have to be mentioned as it has been four years in the planning. The team delivered an excellent first exhibition in Wales and the feedback from visitors identifies the need for future events.





# Redbank House

It has been five years since Redbank House Health and Social Care Hub opened its doors. The development of this service to provide training rooms, office accommodation and multi-sensory rooms has surpassed expectations and continues to expand. We are delighted to have welcomed **9758** visitors through our doors. The clients booking our training facilities are from a wide range of organisations and return on a regular basis. We are delighted by the number of new clients who contact us as a result of personal recommendation.

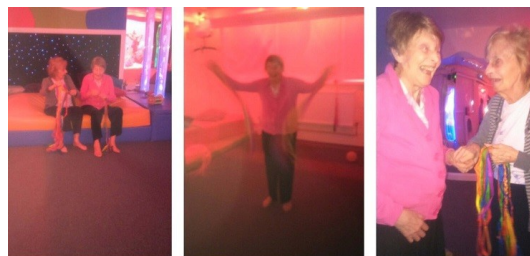


The training rooms at Redbank House are also used by the Disabled Living training team as they expand their contracts. With specialist moving and handling equipment on site and rooms designed to showcase and demonstrate assistive technology, they are the venue of choice specifically for local authority training where staff may have to travel from all boroughs of Greater Manchester.

There has been a noticeable increase in the private sector hiring the training rooms with cli-

ents such as The Co-operative Group, Nandos and Byron Hamburgers having regular bookings. We were delighted the Taiwan government booked our training facilities for a 2 day event.

The sensory rooms are in high demand, as some local authority leisure services have been cut. With over **3,000** people attending the sessions this year, there is an opportunity to further the develop this aspect of our service. We have extended our reach to people with Dementia and our delighted De Brooke Lodge are using the facility on a regular basis. The rooms are also being used by a group of parents with babies, who acknowledge the benefits of this stimulating environment for their little ones. These sessions also provide an opportunity for social interaction between the parents.



We are delighted Outreach Community & Residential Services and Eg (Training) Ltd continue to have offices at Redbank House and we will work with them to disseminate information about their services in order to support the development of their businesses.

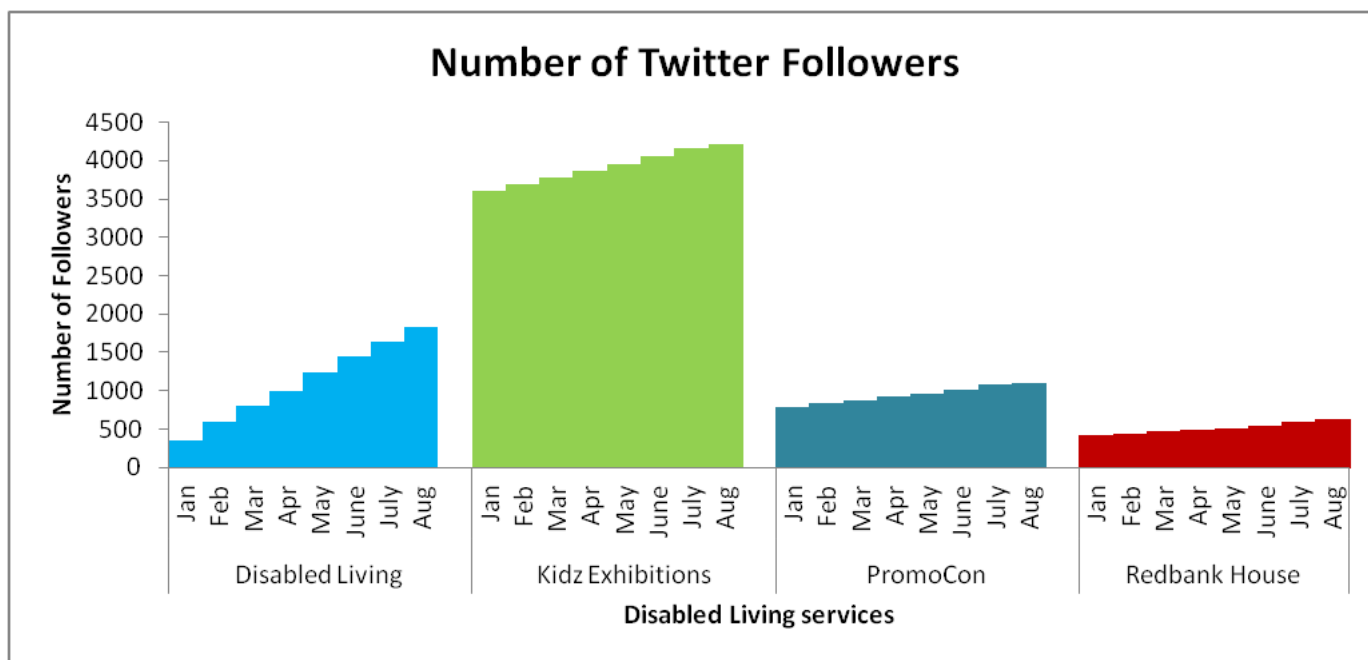
# Social Media Marketing

Over the past year there have been many significant developments within all social media accounts that are associated with Disabled Living's services. The establishment of a business development team has meant there is a much larger focus on Disabled Living's online presence.

One of the most significant developments with Disabled Living's online presence is the importance of increasing the website traffic, through an increased amount of blog posts on the websites as well as through social media accounts. The development of Disabled Living's blogs is something that will become significantly more important as the website developments take place.

This year has seen all the social media accounts grow significantly. The increased following, offers future business development and brand awareness. All of Disabled Living's services are more widely advertised leading to a greater interest in the supplier directory.

The social media focus now is to analyse and interpret the audience's interests so all social media content is relevant and supports Disabled Living's future growth. Since establishing a social media and business development team there has been a significant increase in all social media platforms and work continues. The team work together, scheduling posts for each account. The monitoring of the analytics has led to a 41% increase in the audience on all social media accounts. The number of twitter followers is an excellent example of what a successful year it has been.



# Finance

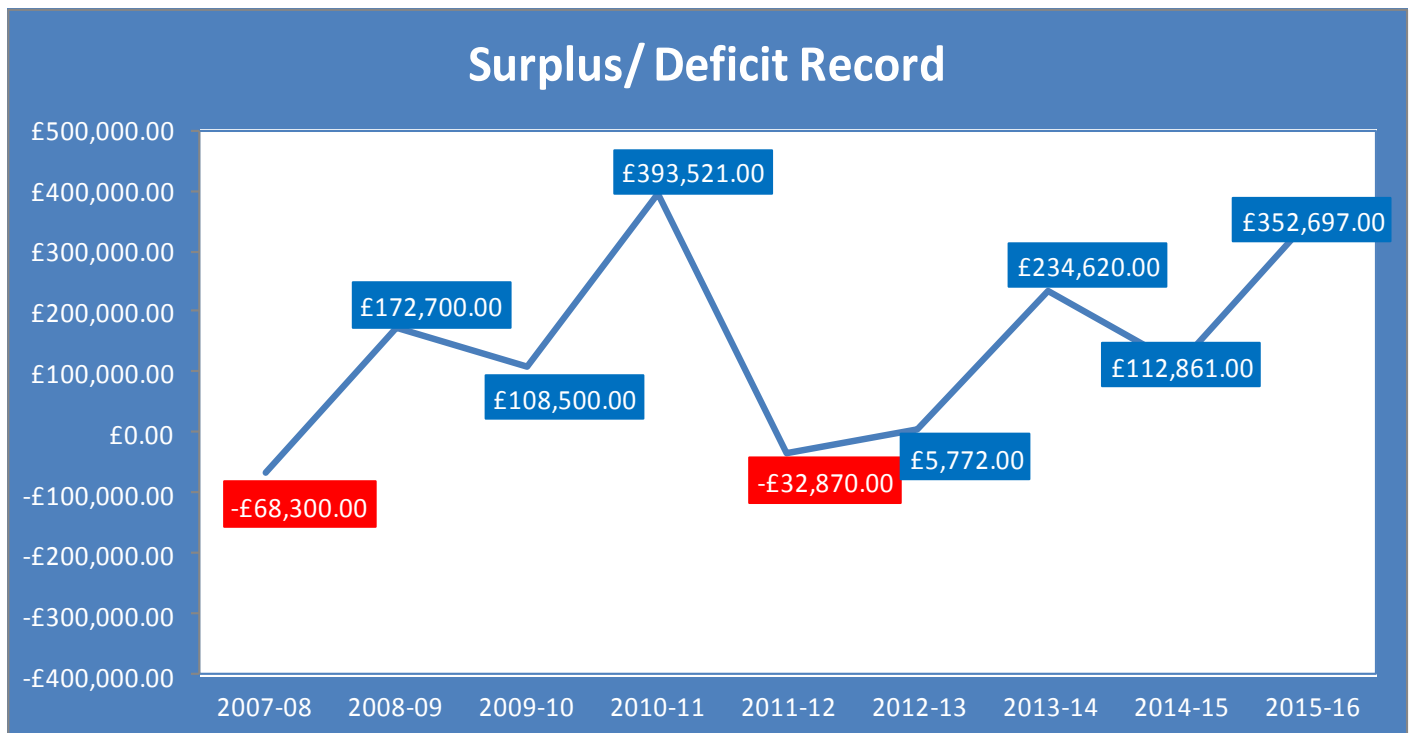
Many third sector organisations continue to struggle in the face of the continued uncertain economic climate and public spending cuts which impact our income generation and service delivery. Disabled Living's strategy to invest financial resources in services which will generate the highest income continues, to ensure we can deliver our charitable services and achieve our objectives.

The financial risk to our organisation is significantly reduced as our cash flow improves and I am delighted to report that for the year to March 2016, a surplus of £350,585 was achieved by Disabled Living. This was assisted by a windfall legacy of over £329,000 but even without this a surplus was generated from charitable and commercial activities and this was after an extraordinary payment of over £56,000 to withdraw from any further financial liability under a historical defined benefit pension scheme.

Due to the healthy surplus, Disabled Living were this year able to repay the outstanding bank loan, is now debt free and still retains a healthy cash balance.

The challenge for the current financial year is to grow all income streams, ensure all costs are controlled and build on the excellent reputation we have established

**Paula Brown FIFS — Honorary Treasurer**



## Disabled Living

### Consolidated Statement of Financial Activities (Incorporating a Consolidated Income and Expenditure Account) for the year ended 31 March 2016

Incoming resources	Notes	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	Total 2016 £	Total 2015 £
<i>Incoming resources from generated funds:</i>						
Voluntary income	4					
Donations and gifts		8,129	-	-	8,129	24,787
Legacies		329,541	-	-	329,541	35,890
Annual appeal		15,959	-	-	15,959	14,776
Activities for generating funds:	5					
Commercial trading operations		734,300	-	-	734,300	755,735
Rental income		26,301	-	-	26,301	26,013
Investment income and interest	6	2	-	1,293	1,295	1,443
<i>Incoming resources from charitable activities:</i>						
Services to people with disabilities	7	195,996	75,000	-	270,996	220,724
<b>Total incoming resources</b>		<b>1,310,228</b>	<b>75,000</b>	<b>1,293</b>	<b>1,386,521</b>	<b>1,079,368</b>
<b>Resources expended</b>						
<i>Cost of generating funds:</i>						
Cost of generating voluntary income	8	24,225	-	-	24,225	22,681
Charitable activities	8	905,176	75,000	1,293	981,469	921,898
Governance costs	8	28,130	-	-	28,130	21,928
<b>Total resources expended</b>		<b>957,531</b>	<b>75,000</b>	<b>1,293</b>	<b>1,033,824</b>	<b>966,507</b>
<b>Net and gross resources before recognised gains</b>		<b>352,697</b>	<b>-</b>	<b>-</b>	<b>352,697</b>	<b>112,861</b>
<b>Other recognised gains/(losses)</b>						
Movement on revaluation of investments		-	-	(2,112)	(2,112)	141
Net resources expended before transfers		352,697	-	(2,112)	350,585	113,002
<b>Net incoming resources</b>		<b>352,697</b>	<b>-</b>	<b>(2,112)</b>	<b>350,585</b>	<b>113,002</b>
<b>Net movement in funds for the year</b>						
Fund balances brought forward		1,291,200	-	30,375	1,321,575	1,208,573
Fund balances carried forward	21	1,643,897	-	28,263	1,672,160	1,321,575

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included in the above. The notes on pages 18 to 31 form part of these accounts

## Disabled Living

### Consolidated Balance Sheet as at 31 March 2016

	Notes	2016 £	2015 £
<b>FIXED ASSETS</b>			
Investments	11	28,263	30,375
Tangible assets	12	1,461,060	1,513,087
		<u>1,489,323</u>	<u>1,543,462</u>
<b>CURRENT ASSETS</b>			
Debtors	13	267,406	198,629
Short term investments		152	151
Cash at bank and in hand		200,146	189,397
		<u>467,704</u>	<u>388,177</u>
<b>CREDITORS:</b>			
<b>Amounts falling due within one year</b>	14	<u>(284,867)</u>	<u>(389,122)</u>
<b>NET CURRENT ASSETS/(LIABILITIES)</b>		<u>182,837</u>	<u>(945)</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		1,672,160	1,542,517
<b>CREDITORS</b>			
Amounts falling due after more than one year	15	<u>-</u>	<u>(220,942)</u>
<b>NET ASSETS</b>		<u>1,672,160</u>	<u>1,321,575</u>
<b>Capital funds</b>			
Endowment fund	18	28,263	30,375
<b>Income funds</b>			
Restricted funds	19	-	-
<b>Unrestricted funds:</b>			
Revaluation reserve		619,282	632,184
Other charitable funds	20	1,024,615	659,016
		<u>1,672,160</u>	<u>1,321,575</u>

This is an extract from the full accounts, please contact Disabled Living for a full copy, if required.

# Partnerships

Disabled Living have long term partnerships with a range of organisations and we are keen to develop these further.

The tri-partnership between Disabled Living, Salford City Council and a retailer of assistive technology continues to develop. This year we welcomed Ableworld to join the partnership, by providing retail services at the Disabled Living Centre in Worsley. Ableworld have a national profile with over thirty stores throughout the UK, providing a vast product range at cost effective prices.



Our partnership with Salford City Council continues to flourish, as we work closely to provide options to reduce the ever increasing waiting lists. Nationally, there is 'prevention agenda' to consider how to offer services which are pro-active, reducing the need for crisis services. Working within the tri-partnership arrangement, we can suggest cost effective

practical suggestions to improve independence and quality of life. This year, the Salford team have increase their use of the Equipment Showroom in the Disabled Living Centre to provide independent living assessments. Our Occupational Therapists are contracted by the Council to provide assessments for Blue Badges. This year the team have processed **1104** applications.

## Salford City Council

The partnership between PromoCon and University Hospital of South Manchester NHS Foundation Trust continues to provide a wide range of benefits for both organisations. It is important for our specialist nurses to further develop their clinical skills and this partnership with the Healthy Bowel Clinic offers that opportunity. In addition, the wider team, of consultants and other expert clinicians have delivered excellent and thought provoking seminar sessions at our symposium and special interest days. For the team at South Manchester, they have access to a wider range of services to offer their patients, due to Disabled Livings extended networks.

University Hospital   
of South Manchester  
NHS Foundation Trust

# Year Ahead

Next year, Disabled Living will be celebrating 120 years of providing services to disabled children, adults and older people. This is a phenomenal achievement, from what started out as a small Manchester based charity originally called the Band of Kindness,( with various name changes over the years) to a charity providing services throughout the UK and further afield.

## Band of Kindness

The Children's Help Society

The Crippled Children's Help Society

The Cripples Help Society

## Disabled Living Services

Throughout 2017 we will be raising the profile of Disabled Living and highlighting the many services we provide. After all these years, we still find people are not aware of the diverse services we provide. We want this to change and will do everything possible to make our services more accessible. There should be some very interesting service developments to look out for next year!

The investment in our IT infrastructure continues, with new websites being developed. The major investment to date is behind the scenes and will enable our staff to work more efficiently, ensuring we can dedicate increased resources to develop new services to support Disabled Living's charitable objectives.

Disabled Living has built up vast databases over the years, with over **52,000** contacts, all of which, wish to receive regular information. Following consultation with our professional colleagues it has been identified some people would like to receive specifically targeted information, suitable for the sector in which they work. With this in mind we will develop a range of regular newsletters in order to disseminated

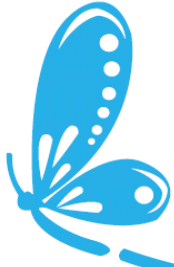
information about associated equipment and services. In turn, this will offer income opportunities related to advertising revenue.

The screenshot shows the Redbank House website. At the top, there's a navigation bar with links for Home, Flexible Room Hire, Multi-sensory Rooms, Flexible Office Space, Contact Us and Us. The main content area features a large image of a bright, modern training room with the heading "Training Rooms" and a sub-heading "A flexible approach to room hire from only £150 per day!". Below this is a red button that says "MAKE A ROOM HIRE ENQUIRY". To the right, there's a sidebar with a search bar and a list of logos for various clients and partners, including SPATIAL, Towergate, LE MANGE TOUT, WA OFFICE NEEDS, park inn, and Lloyd Piggott. The bottom of the page has a red button that says "SPONSOR US".

The team would like to explore options to ensure clients have access to quality equipment assessments in acceptable timeframes. This project is likely to commence early in 2017. We would also like to explore how Disabled Living can be involved with Social Prescriptions.

We will continue to embrace the benefits social media offers both to Disabled Living as an organisation, and to our clients.





# Disabled Living

*Practical solutions supporting disabled adults, children & older people*

Throughout the year we have been supported by many friends and colleagues too numerous to mention; but a special thank you must go to:

Arthur Patchett—Autumn UK

C.D.R Rose

Disabled Living Volunteers  
(too numerous to mention)

Dr. V.R Joshi

Ferring Pharmaceuticals

Ford & Barley Exhibitions

GTC Management

Helen Larkin MBE.DSG.DL

J. A Cottam

J.C Backhouse

K Evans

Kuradocs

League of Jewish Women

Lloyd Piggott Ltd

Manchester District Iron, Steel  
& Allied Trade Bowling Club

M.E Morton

P Webster

P Robinson

R82 UK Ltd

Shire Pharmaceuticals

Sir John Sumners Trust

Stirling Anglian  
Pharmaceuticals

The Co-operative Bank

The Co-operative Bank  
employees

Trafford College Health &  
Social Care Students

Royal Bank of Scotland  
employees

Disabled Living would like to acknowledge the following, who very kindly specified a bequest to the organisation in their wills:

R. E Jones

M Page

D Pritchard

M Ansell

E Whitworth

N.G Henshall

A Harper

E. M Pursglove

M. E Kinley

H. Redvers Taylor



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Established in 1897, Disabled Living is a Registered Charity No 224742



INVESTOR IN PEOPLE